

REMARKS

Reconsideration of this application, as amended, is respectfully requested. The following remarks are responsive to the Final Office Action mailed July 18, 2002.

Oath/Declaration

A Supplemental Declaration for Patent Application of Richard Ney is enclosed.

Claim Rejections – 35 USC § 102

Claims 1-27 are pending in the present application. Claims 1, 6, 7, 8, 9, 14, 19, 20, 21, 22 and 27 have been amended. Independent claims 1, 14 and 27 have been amended to require that each entry of the cumulative record is associated with a data operation that determines how the cumulative record is modified. Other claims were amended to improve form. Applicants respectfully submit that the amendments made herein do not add new matter. Applicants acknowledge that an amendment to any finally rejected claim cannot be entered as a matter of right; however, claim amendments may be entered where they merely adopt examiner's suggestions; remove issues for appeal or, in some other way, require only a cursory review. Applicants believe the proffered amendments will require a cursory examination by the Examiner and have

placed the claims in condition for allowance. Further, the limitations introduced into the independent claims by the amendments are substantially based on limitations already appearing in the dependent claims. Accordingly, these limitations will not require a further review by the Examiner.

Claims 1-27 stand rejected under 35 U.S.C. 102(e) as being anticipated by U.S. Patent No. 6,263,049 to Kuhn (hereinafter Kuhn).

To anticipate a claim, the reference must teach every element of the claim.

"A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference."

Applicants respectfully submit that Kuhn does not disclose each and every limitation of the claim 1, as amended, of the present application.

Claim 1, as amended, includes the following limitation:

modifying the cumulative record to reflect the interaction information contained within the interaction record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the cumulative record is modified to reflect the interaction information contained within the interaction record.

The Office Action, in rejecting claim 1, contends that the above limitation is anticipated by the following Figure in Kuhn:

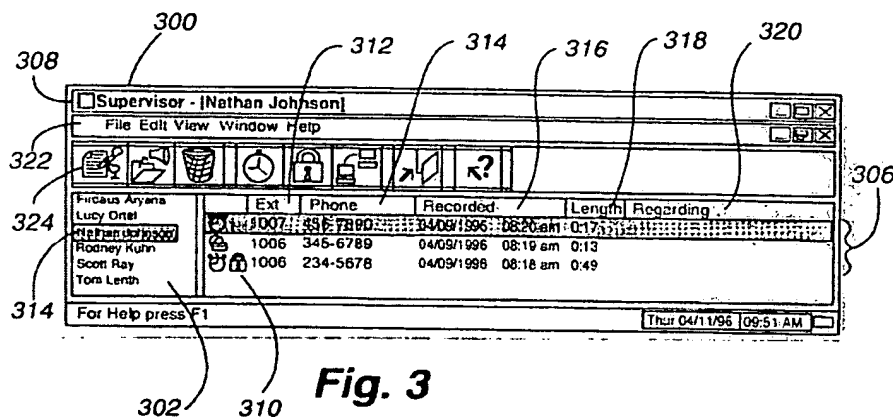


Fig. 3

The Office Action alleges that: 1) call records 306 are interaction records; 2) the "regarding" field 320 is a "specific description of the interaction"; and, 3) Nathan Johnson's cumulative phone record is the "cumulative record". Thus, the Office Action alleges that combined call records 306, identified by "Length" 0:17, 0:13 and 0:49, are a "cumulative record".

Claim 1 requires a cumulative record that includes entries, each entry associated with a data operation that determines how the cumulative record is modified. Non-limiting examples of a data operations might include counting the number of interaction records that form a set of calls occurring during the same time period, terminate at the same node and route to the same business application.¹ Another non-limiting example of a data operation might include computing a quantity of time by adding together the time as recorded in a set of interaction records associated with a particular agent on a specific day.² In both

¹ Application, page 26, lines 10-20.

² Application, page 26, lines 5-9.

examples, the count and the quantity of time, require a data operation that determine how the cumulative record is modified to reflect the interaction information contained within the interaction records. In contrast, Kuhn does not perform a data operation that determines how Nathan Johnson's cumulative phone record is modified. Moreover, Kuhn does not describe the modification of a cumulative phone record. Kuhn merely presents call records in original form. Kuhn therefore cannot be said to anticipate the above quoted limitation of claim 1 because Kuhn presents call records in original form and claim 1 requires a data operation that determines how entries of a cumulative record are modified.

In summary, Kuhn does not disclose each and every limitation of claim 1, as required to support a rejection of this claim under 35 U.S.C. § 102(e).

Independent claims 14 and 27 each include a limitation corresponding substantially to the above-discussed limitation of claim 1. Accordingly, Applicants request that the above remarks and amendments contained herein also be considered when examining these other independent claims for allowability.

As dependent claims are deemed to include all limitation of claims from which they depend, the rejection of claims 2-13 and 15-26 under 35 U.S.C. § 102(e) is also addressed by the above remarks, and the amendments contained herein.

In conclusion, Applicants believe all claims to be in condition for allowance or appeal.

If the Examiner believes a telephone interview would expedite the prosecution of this application, the Examiner is invited to contact André L. Marais at (408) 947-8200 x204.

If there are any additional charges, please charge them to Deposit Account No. 02-2666.

Respectfully submitted,

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VERSION WITH MARKINGS TO SHOW CHANGES MADE

A marked up version of the claims is provided below.

Additions are indicated with “___” and deletions are indicated within “[].”

1. (Amended) A method of processing customer interaction records within a customer interaction system, the method including:

receiving an interaction record including interaction information describing a customer interaction;

identifying a cumulative record to which the interaction record contributes; and

modifying the cumulative record to reflect the interaction information contained within the interaction record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the cumulative record is modified to reflect the interaction information contained within the interaction record.

2. (Unamended) The method of claim 1 wherein the identification of the cumulative record is made utilizing time information included within the interaction information of the interaction record.

3. (Unamended) The method of claim 1 wherein the identification of the cumulative record is made utilizing data type information included within the

interaction information of the interaction record.

4. (Unamended) The method of claim 1 wherein the identification of the cumulative record is made utilizing source information identifying a customer interaction system on which the customer interaction described by the interaction information occurred.

5. (Unamended) The method of claim 1 wherein the identification of the cumulative record includes constructing a key, utilizing the interaction information, that is mapped to the cumulative record.

6. (Twice Amended) The method of claim 1, wherein the cumulative record is identified from among a plurality of cumulative records, each of the plurality of cumulative records comprising a row of a result set that includes a plurality of columns, each column specifying [a] the data operation that determines how the cumulative record, including [an] the entry corresponding to the relevant column, is modified to reflect interaction information contained within the interaction record.

7. (Twice Amended) The method of claim 1, wherein the interaction information included within the interaction record comprises a plurality of information items, and the modifying of the cumulative record comprises performing [a] the data operation with respect to processed information items included within the cumulative record, the processed information items corresponding to at least one information item included within the interaction record.

8. (Amended) The method of claim 7, wherein the cumulative record comprises a plurality of processed information items, each of the processed information items being assigned to a respective column within a result set constituting a plurality of cumulative records, each of the respective columns of the result set having [a] the respective data operation associated therewith.

9. (Amended) The method of claim 8, wherein [a] the data operation associated with a respective column comprises any one of a group of operations including a sum operation, a "count if" operation, a copy operation, and a "replace if" operation.

10. (Unamended) The method of claim 1 wherein the cumulative record contains interaction information derived from a plurality of interaction records for a predetermined time period.

11. (Unamended) The method of claim 10 wherein the cumulative record is stored within a database as part of a summarization record of customer interactions over the predetermined time, the summarization record comprising a plurality of cumulative records.

12. (Unamended) The method of claim 1 wherein the interaction information includes any one of a group of information items comprising source, data, time, call segment, response time, wait time, queue time, hold time and talk time.

13. (Unamended) The method of claim 1 wherein the customer interaction system comprises any one of a group of systems including an automatic call distributor, an e-mail server, a web server, a computer telephony integration server and an interactive voice response server.

14. (Twice Amended) A process for processing customer interaction records within a customer interaction system, of the process including:

a first process to receive a first record including interaction information describing a customer interaction and to identify a cumulative record to which the first record contributes; and

a second process to modify the cumulative record to reflect the interaction information contained within the first record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the second process modifies the cumulative record to reflect the interaction information contained within the interaction record.

15. (Unamended) The process of claim 14 wherein the first process identifies the cumulative record utilizing time information included within the interaction information of the interaction record.

16. (Unamended) The process of claim 14 wherein the first process identifies the cumulative record utilizing data type information included within the interaction information of the interaction record.

17. (Unamended) The process of the claim 14 wherein the first process identifies the cumulative record utilizing source information identifying a customer interaction system on which the customer interaction described by the interaction information occurred.

18. (Unamended) The process of claim 14 wherein the first process constructing a key, utilizing the interaction information, that is mapped to the cumulative record to identifying the cumulative record.

19. (Twice Amended) The process of claim 14, wherein the first process identifies the cumulative record from among a plurality of cumulative records, each of the plurality of cumulative records comprising a row of a result set that includes a plurality of columns, each column specifying [a] the data operation that determines how the cumulative record, including [an] the entry corresponding to the relevant column, is modified to reflect the interaction information contained within the interaction record.

20. (Twice Amended) The process of claim 14, wherein the interaction information included within the interaction record comprises a plurality of information items, and the second process modifies the cumulative record by performing [a] the data operation with respect to processed information items included within the cumulative record, the processed information items

corresponding to at least one information item included within the interaction record.

21. (Amended) The process of claim 20, wherein the cumulative record comprises a plurality of processed information items, each of the processed information items being assigned to a respective column within a result set constituting a plurality of cumulative records, each of the respective columns of the result set having [a] the respective data operation associated therewith that constitutes part of the second process.

22. (Amended) The process of claim 20, wherein [a] the data operation associated with a respective column comprises any one of a group of the operations including a sum operation, a "count if" operation, a copy operation, and a "replace if" operation.

23. (Unamended) The process of claim 14 wherein the cumulative record contains interaction information derived from a plurality of records for a predetermined time period.

24. (Unamended) The process of claim 23 including a third process that stores the cumulative record within a database as part of a summarization record of customer interactions over the predetermined time, the summarization record comprising a plurality of cumulative records.

25. (Unamended) The process of claim 14 wherein the interaction information includes any one of a group of information items comprising

source, data, time, call segment, response time, wait time, queue time, hold time and talk time.

26. (Unamended) The process of claim 14 wherein the customer interaction system comprises any one of a group of systems including an automatic call distributor, an e-mail server, a web server, a computer telephony integration server and an interactive voice response server.

27. (Amended) A machine-readable medium that stores a sequence of instructions that, when executed by a machine, cause the machine to perform a method of processing customer interaction records within a customer interaction system, the method including the steps of:

receiving a record including interaction information describing a customer interaction;

identifying a cumulative record to which the first record contributes; and

modifying the cumulative record to reflect the interaction information contained within the first record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the cumulative record is modified to reflect the interaction information contained within the interaction record.